Customer Service Survey

Congratulations on your recent technology certification! Our goal is to provide you with the best possible service, and your input keeps our program successful. Please help us serve you better by taking a few minutes to answer the questions below.

Company Name (optional) _____

Certified Technology (optional) _____

Contact Name (optional) _____

Staff Performance

	Strongly Agree	Agree	Disagree	Strongly Disagree	No Comment
Staff was courteous and helpful.					
Staff provided complete, accurate information.					
Responses were prompt.					

Please identify the staff person(s) who assisted you and assess the quality of service you received from them.

Application Process

	Strongly Agree	Agree	Disagree	Strongly Disagree	No Comment
The eligibility criteria were clear.					
The eligibility request form instructions were clear.					
The application form instructions were clear.					
The guidance for preparing performance claims was clear.					
The pre-application meeting was informative and useful.					

Evaluation Process

	Strongly Agree	Agree	Disagree	Strongly Disagree	No Comment
The amount of time needed for the technology evaluation was appropriate.					
The level of data required for submittal was appropriate.					

Cost and Timeframe

	Strongly Agree	Agree	Disagree	Strongly Disagree	No Comment
The amount charged for certification was appropriate.					
The final cost of certification was reasonably close to the original estimate.					
After the evaluation was completed, it took a reasonable amount of time to receive my certificate and final report.					
Overall, it took a reasonable amount of time to certify my technology.					

Did you have to conduct additional testing as a result of the evaluation requirements? ☐ Yes ☐ No
If yes, what is the estimated cost of the testing?

What was the cost of preparing presentations and documents for certification submittal?
(not including certification fees or testing)

Program Performance

As a result of your experience, would you certify other technologies through this program?

Have you been involved in any other technology verification, validation, or certification programs? ☐ Yes ☐ No
If yes, which ones? How do they compare with the Cal/EPA Certification Program?

As a result of your experience with us, what service related-improvements can you recommend?

Please return this survey to:
California Environmental Protection Agency
California Environmental Technology Certification Program (CalCert)
P.O. Box 2815
Sacramento, CA 95812-2815